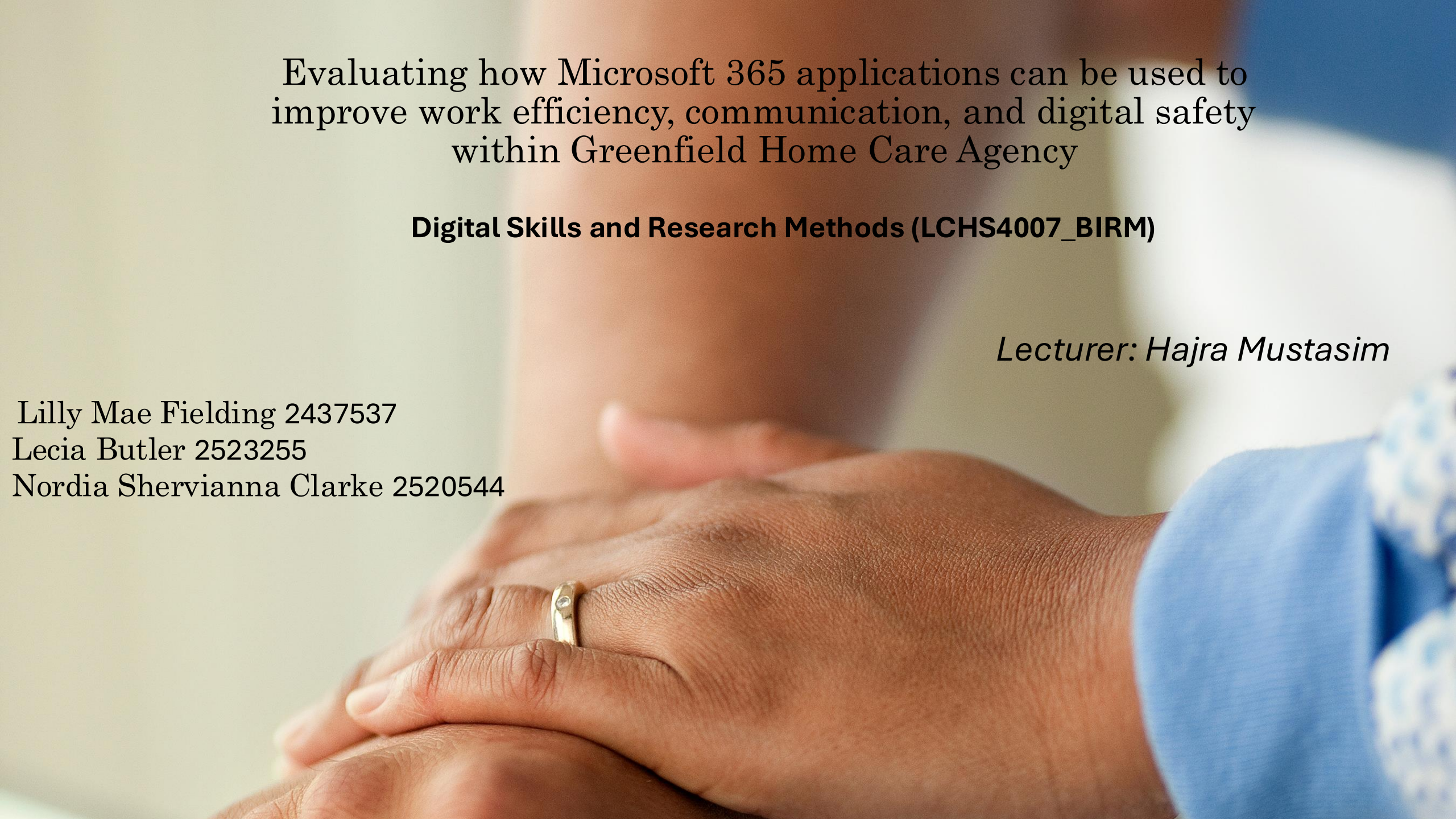


A close-up photograph of two hands, one darker-skinned and one lighter-skinned, being held together in a supportive grip. The darker-skinned hand is in the foreground, with a gold ring on the ring finger. The background is softly blurred, showing more of the hands and a blue patterned fabric.

Evaluating how Microsoft 365 applications can be used to improve work efficiency, communication, and digital safety within Greenfield Home Care Agency

Digital Skills and Research Methods (LCHS4007_BIRM)

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How PowerPoint can be used to make Greenfield Care
Agency tasks more efficient

Support For Different Learning Styles

- Charts, icons, and diagrams are easier to follow for staff with different learning styles or levels of English (Knafalic, 2019)

Templates & Structure

- Reusable templates and consistent layouts speed up the creation of training materials and policy updates.

Collaboration & Integration

- Slides can be shared & multiple people can edit them together supporting teamwork through out the care Agency. Works with all Microsoft 365 tools that staff will be using.

Reusable Themes

- Reusable slide themes for quickness when creating multiple PowerPoints such as training modules for example a new Covid policy.





How PowerPoint can be used to make Greenfield Care Agency tasks more efficient

Staff communication

- PowerPoint supports staff briefings, shorter policy updates, new infection control measures, staff training, scheduling changes or documentation guidance in a format that is clearer and more reliable using paper notes which can get lost or damaged and are not easily shareable.

Simple Digestible Information

- Slides break information into small manageable sections that can help staff process updates when adapting to new digital systems

Visual Support

- PowerPoint helps staff to understand information by showing visually appealing slides with simple layouts, which is helpful when adopting modern technology (Leonardi,2020)

Multimedia Learning

- It is helpful for training as it supports multimedia learning like graphs and charts, helping information to sink in and to remember steps and policies

Member 1 Nordia

Limitations of PowerPoint in Greenfield Care Agency

Information Overload

- PowerPoint can overwhelm staff if there is too much text, slides are too busy or too many images

Limited Interactivity

- Its designed mainly for looking at, and isn't very interactive, so staff cannot complete tasks on it, and it is not linked to rotas, care planning software or incident reporting software.

Not suitable for clinical documentation

- It oversimplifies detailed information which can reduce understanding and cause problems when used in a medical setting. Care notes, risk assessments, medical logs all need to be audited and structured to track who logged what and when (Shaw, S. and Wherton 2021)

Design Skills

- Creating clear, visually effective slides takes time and confidence, templates can be used but knowing where to place them and what to put in still takes some creative flare (Smith, J. 2025)



Member 1 Nordia

Limitations of PowerPoint in Greenfield Care Agency

Digital confidence

- Digital slides require staff to have an understanding and confidence in technology, which can be challenging during major organisational changes such as adopting to Microsoft365 (Greenhalgh, Wherton & Shaw2023)

Staff Error

- It can be vulnerable to staff error such as writing over eachothers notes, or accidentally deleting parts especially if staff are new to technology

Poor Mobile Usability

- Needs a large screen such as a laptop or ipad for clear reading, not suitable for mobile usage due to the extra scrolling which can reduce usefulness on visits

GDPR Concerns

- If staff download slides to personal devices this can make GDPR compliance harder, and confuse different versionsofthe same PowerPoint (NHS England's protection of patient data 2023)





How OneDrive Can Help Greenfield Care Agency communicate more Efficiently, in and out of the office.

Member 2 Lecia

Introduction to OneDrive

- OneDrive is cloud storage service owned by Microsoft that comes with Microsoft Office. It will allow staff to store files securely and work together using apps like Word, Excel, and Outlook. ([Okoruwa.S, 6,Apr'25](#))

Real – Times Collaboration.

- Multiple carers will be able to work on the same document at the same time. (Microsoft 2026)

Offline Access For Carers

- Carers could be working in areas with poor connection. OneDrive will allow files to be saved offline on their devices([Microsoft Apr 29, 2024](#))

How OneDrive Can Help Greenfield Care Agency communicate more Efficiently, in and out of the office.

Member 2 Lecia



Secure Sharing With The Right People

- OneDrive uses Microsoft's enterprise grade security; So, the care Agency will be able control exactly who can see or edit each file. ([Betterman and Palumbo, 2016](#))

Easy Photo And Evidence Uploads

- Staff can use OneDrive to upload medication administration evidence, photos of home conditions and incident documentation ,etc. this can be shared instantly with the office team. Speed up any decision making. ([Microsoft 2026](#))

Challenges you might come across using OneDrive

Training and Digital Skills

- Not all staff will be confident with technology, so using OneDrive may pose difficulties for staff with limited digital skills.

([J Edwards 26 Apr 2020](#))

Internet Access When Working in the Field

- Staff often work from service user's homes, and WIFI or phone signal may not always be available.

([S. Spencer 17 Aug 2020](#))

Keeping Information Safe and Private

- As we all know, the Agency deal with sensitive information such as care plans, medical records, and personal data.
- So better security on devices

([How Secure is OneDrive? | Intrasource Feb 2025](#))

Member 2 Lecia

Digital Safety Plan

Member 3 : Lilly



Secure Access	Email awareness	Data management	Confidentiality & compliance
• Ensure all staff accounts use strong, individual passwords. (Cazier and Medlin 2007, p. 47).	• Require all staff to complete training on recognising phishing and fraudulent emails.	• Keep client records on secure systems protected by passwords.	• Always follow GDPR and the Data Protection Act.
• Apply two-step authentication to every system that stores client data.	• Provide clear instructions to avoid clicking unknown links or opening attachments.	• Carry out regular software updates to reduce security risks. (Tracy 2007, p. 117).	• Only share client information with authorised individuals or professionals.
• Limit access so staff can only view information relevant to their job role.	• Staff should confirm the identity of anyone requesting personal information before replying.	• Staff should only use approved devices and authorised software for work tasks.	• Make confidentiality policies clear and easily accessible to all staff.
• Set staff computers to lock automatically after a brief time of no use.	• Any suspicious emails must be reported at once to IT or management.	• Ensure data is securely removed or destroyed once it is no longer needed.	• Any data breaches must be recorded and reported in line with organisational procedures.

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Lilly (Member 3)

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Lecia (Member 2)

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